

## **STANDARDS RELATIVE TO THE EXCHANGE OF CUSTOMER ACCOUNT INFORMATION BETWEEN INTEREXCHANGE CARRIERS, LOCAL EXCHANGE CARRIERS AND COMPETITIVE LOCAL EXCHANGE CARRIERS**

**Summary:** This rule establishes minimum time periods\* for the notification of new local service end user Primary Interexchange Carrier (PIC) selections; the submittal and execution of orders for interexchange carrier changes; the exchange of information between all carriers involved in the carrier change process; the initiation and cessation of billing by the new and old carriers; and, changes in a local service provider with or without a carrier change.

This rule also establishes the exchange of information between carriers when an end user customer changes critical account information; the notification of total service termination or single/multi-line disconnection(s); and, establishes the exchange of requested Billing Name and Address (BNA) information from any telecommunications carrier for a specified Working Telephone Number (WTN).

\* The timeframes proposed in these standards are a starting point for the purpose of discussion only. There may be FCC requirements or other practical and technical considerations that would necessitate a change in the timeframes proposed. It is also conceivable that different situations will require differing timeframes and that a one size fits all approach will not fit when defining the timeframes for accomplishing PIC changes.

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## §1 APPLICABILITY

These standards apply to all interexchange carriers, local exchange carriers and competitive local exchange carriers.

## §2 DEFINITIONS

The following words and terms shall have the following meanings unless the context clearly indicates otherwise.

A. Business day. A “business day” is a single business day from the time a request is received to that time the following day, not including weekends or state or federal holidays.

B. Carrier Change Order (change order or order). A “carrier change order” is an electronic or paper document provided by a submitting carrier to an executing carrier to effectuate a change in an end user customer’s intraLATA or interLATA PIC.

C. Customer Account Record Exchange (CARE)/Industry Support Interface (ISI). “CARE” is a process established by the Alliance for Telecommunications Industry Solutions’ (ATIS) Ordering and Billing Forum (OBF) Subscription Committee, for the exchange of information between interexchange carriers and local exchange carriers of end user account information.

D. End User Customer. The end user who receives dial tone and long distance usage capability. An “end user customer” is any person, partnership, corporation, or governmental unit who has agreed to receive, been accepted and is receiving telecommunications service, or has agreed to be billed for the same.

E. Executing Carrier. An “executing carrier” is any telecommunications carrier that affects a request to change the end user customer’s intraLATA or interLATA PIC.

F. Interexchange Carrier (IXC). An "interexchange carrier" is any person, association, corporation, or other entity that provides intrastate interexchange telecommunications services, including a local service provider, whether or not that entity is a public utility. An interexchange carrier includes an entity that provides services using facilities it owns, leases, controls, operates or manages, including leased private lines or special access facilities, and any entity that resells switched services provided by other IXCs. An interexchange carrier does not include commercial mobile radio service (CMRS) providers as defined by federal law.

G. Interexchange Service. "Interexchange service" is any switched or private line telecommunications between telephone exchanges.

H. Local Service Provider. (LSP) "Local service provider" is the provider of the end user customer's local exchange service

I. Network Service Provider [NSP]. The Network Service Provider performs the PIC related switch change functions on behalf of a resale/UNE-P Local Service Provider [also see Switch Provider (SWP)].

J. New Local Service Provider (new LSP) A "new local service provider" is the local service provider from which the end user customer requests new local exchange service.

K. New Primary Interexchange Carrier (new PIC). A "new primary interexchange carrier" is the interexchange carrier from which the end user customer requests new service.

L. Old Local Service Provider (old LSP). An "old local service provider" is the local service provider providing local exchange service immediately preceding the change to a new local service provider.

M. Old Primary Interexchange Carrier (old PIC). An “old primary interexchange carrier” is the interexchange carrier providing service immediately preceding the change to a new primary interexchange carrier.

N. Primary Interexchange Carrier (PIC). A "primary interexchange carrier" is any telecommunications carrier to which an end user customer has pre-subscribed for interexchange service. This may include multiple service providers if the end user customer has pre-subscribed to more than one interexchange provider, i.e., intraLATA toll or interLATA toll.

O. Submitting Carrier. A “submitting carrier” is any telecommunications carrier that requests, on behalf of the end user customer, a change in an end user customer’s PIC and seeks to provide retail services to the end user customer.

For switchless toll resellers, the switchless toll reseller is considered the submitting carrier even though the carrier change order may actually be submitted to the executing carrier by the switchless toll reseller’s underlying toll carrier.

Note: The definition used here for "submitting carrier" is not meant to alter the verification requirements for carriers as defined by the FCC.

P. Switch Provider [SWP]. The Switch Provider performs the PIC related switch change function on behalf of a resale/UNE-P Local Service Provider [see also Network Service Provider (NSP)].

Q. Switchless Toll Reseller. A "switchless toll reseller" is a telecommunications carrier that resells switched toll services provided by another telecommunications carrier.

R. Telecommunications Carrier. A "telecommunications carrier" is any person, association, corporation, or other entity that provides local exchange service, interexchange service, or both.

S. Underlying Toll Carrier. An "underlying toll carrier" is a telecommunications carrier that provides switched toll services to another telecommunications carrier.

### **§3 CRITERIA AND METHODS FOR THE NOTIFICATION AND INFORMATION EXCHANGE BETWEEN TELECOMMUNICATIONS CARRIERS**

A. Telecommunications carriers shall exchange all information necessary to efficiently process and execute the end user customer's selection of a PIC carrier(s) upon establishment of service, change of PIC carrier(s), change of local service provider, change in account information, termination of service, or disconnection of line(s) pursuant to these rules. The exchange of information shall be made in a manner that allows for a timely and efficient execution, notification and proper billing of the end user customer by all carriers involved in the specific activity

B. Telecommunications carriers shall utilize the industry developed CARE/ISI Guidelines established by ATIS' OBF Subscription Committee for the exchange of information pursuant to Section 3(A).

C. Submitting Carriers. A submitting carrier must provide the executing carrier with all the information necessary to accomplish the specific activity and to ensure proper billing of the end user customer.

1. A submitting carrier shall submit a CARE record to the executing carrier using the existing established CARE interface processes.

2. If the CARE record is processed electronically, all required fields necessary to accomplish the specific activity shall be provided, as set forth in the CARE/ISI Guidelines developed by ATIS' OBF Subscription Committee.

3. A submitting carrier that does not exchange CARE records/information electronically shall submit the end user customer account information to the executing carrier using the preferred paper form provided in Attachment 2 or an existing paper form containing all required information for the change activity.

D. Executing Carriers. Executing carriers must provide the PIC carrier(s), including the new PIC/submitting PIC and old PIC, involved in the end user customer activity with all the necessary information to allow for the proper billing of the end user customer by the new/submitting carrier and/or the discontinuance of billing by the old PIC pursuant to Section 3(A) of this rule. The executing carrier must send notice of the end user customer's activity as soon as is practical upon completion of execution of the activity as described in Section 4, 6, 7, 8 & 9. In no event shall the time period for sending the notice exceed three business days.

In situations where the LSP offers local service using a UNE-P/Resale arrangement, the UNE-P/Resale LSP is considered the executing carrier even though the execution of the carrier changes are performed by the LSP's NSP/SWP. The UNE-P/Resale LSP (executing carrier) must send notice of the end user customer's activity to the PIC carrier(s) upon receipt or knowledge of the completed execution notification from their NSP/SWP. In no event shall the timeframe for sending such notice exceed three business days.

1. An executing carrier shall submit a CARE record after executing the end user customer's activity to the involved PIC carrier(s) [i.e., new PIC/ submitting carrier, old PIC] as described in Sections 4, 6, 7, 8 & 9.

2. If the CARE record is processed electronically, all the required fields for the end user customer's activity shall be provided, as set forth in the industry developed CARE/ISI Guidelines established by ATIS' OBF Subscription Committee.



3. An executing carrier that uses the CARE process, but does not exchange CARE records/information electronically, shall submit the end user customer activity information to the involved PIC carrier(s), including the new PIC/submitting carrier and old PIC, as described in Sections 4, 6, 7, 8 & 9 using the preferred paper form provided in Attachment 1 or an existing paper form containing all required information for the change activity.

E. NSP/SWP: An NSP/SWP that executes end user customer activity on behalf of a UNE-P/Resale LSP must execute the change activity upon receipt of the activity change order. In no event shall the time period for executing the change activity exceed three business days. The NSP/SWP shall send notice of the completed execution of the end user customer's activity to the UNE-P/Resale LSP [executing carrier] upon completion of the execution. In no event shall the time period for providing notice to the UNE-P/Resale LSP [executing carrier] exceed three business days. This notice may be completed in a CARE or non-CARE process.

#### **§4 PRIMARY INTEREXCHANGE CARRIER [PIC] SELECTION UPON ESTABLISHMENT OF NEW LOCAL SERVICE**

A. Executing Carrier: Upon the establishment of local service for a new end user customer, an executing carrier must provide the selected PIC carrier(s) with all the customer account information necessary to allow for the proper billing of the new end user customer by the selected PIC carrier(s). In no event shall the time period for providing the selected PIC carrier(s) with the information described above exceed three business days.

**§5 SUBMITTAL OF A CARRIER CHANGE ORDER BY A SUBMITTING CARRIER**

A. Submitting carrier. Upon obtaining the required verification, a submitting carrier must submit an order to the executing carrier to change the end user customer's PIC. In no event shall the time period for submitting an order to the executing carrier exceed three business days. The submitting carrier must provide the executing carrier with the information necessary to properly execute the order. In those instances where an end user customer contacts the local service provider to accomplish a PIC change, the LSP is considered both a submitting and executing carrier and must comply with the requirements of this section.

For local Service Providers offering local service via an "unbundled network element " (UNE-P) platform or a "total service resale" (Resale) arrangement and submitting end user customer and carrier change orders through a "network service provider" (NSP) or "switch provider" (SWP), compliance with this section means submitting the end user customer or carrier change order to the NSP/SWP upon receipt of the change order. In no event shall the time period for submitting the end user customer or carrier change order described above exceed three business days. This notice may be completed in a CARE or non-CARE process.

For switchless toll resellers who submit carrier change orders through an underlying toll carrier, compliance with this section means submitting the change order to the underlying toll carrier upon obtaining the required verification. In no event shall the time period for submitting the change order to the underlying toll carrier exceed three business days.

B. Underlying carrier. An underlying toll carrier who forwards change orders on behalf of the switchless toll reseller to the executing carrier must forward such change orders

upon receipt of the order from the switchless toll reseller. In no event shall the time period for forwarding the change orders as described above exceed three business days. Likewise, when information regarding the carrier change is returned to the underlying toll carrier by the executing carrier pursuant to Section 3, the underlying toll carrier must forward this information to the switchless toll reseller upon receipt of the information. In no event shall the time period for forwarding this information exceed three business days.

## **§6 EXECUTION OF A CARRIER CHANGE ORDER**

Upon receipt of an end user customer's request to change his PIC, or receipt of a carrier change order from a submitting carrier pursuant to Section 5 of this rule, an executing carrier must change the end user customer's PIC pursuant to the change order. In no event shall the time period for changing the end user customer's PIC exceed three business days. The executing carrier must provide notice of the completed execution information as soon as is practical to all telecommunication carriers involved in the end user customer change activity. In no event shall the time period for providing notice of the completed execution exceed three business days.

In situations where an executing carrier cannot execute a carrier change pursuant to a change order received from a submitting carrier due to a lack of information, incorrect information or the existence of a PIC freeze, the executing carrier shall provide notice of the failure to the submitting carrier as soon as is practical following the executing carrier's receipt of the change order. In no event shall the time period for providing notice of the failure exceed three business days. The notice shall provide the specific reason the change order could not be executed utilizing the exchange methods described in Section 3.

In situations where the LSP offers local service using a UNE-P/Resale arrangement, the UNE-P/Resale LSP is considered the executing carrier even though the execution of the carrier changes are performed by the LSP's NSP/SWP. The UNE-P/Resale LSP (executing carrier) must send notice of the end user customer's activity upon receipt or knowledge of the completed execution notification from their NSP/SWP. In no event shall the time period for sending the notice described above exceed three business days.

An NSP/SWP that executes end user customer activity on behalf of a UNE P/Resale LSP must execute the change activity upon receipt of the activity change order. In no event shall the time period for executing the change activity exceed three business days. The NSP/SWP shall send notice of the completed execution of the end user customer's activity to the UNE-P/Resale LSP [executing carrier] upon completion of the execution. In no event shall the time period for notifying the UNE-P/Resale LSP of the completed execution described above exceed three business days. This notification may be completed in a CARE or non-CARE process.

**§7 NOTIFICATION AND INFORMATION EXCHANGE BETWEEN  
TELECOMMUNICATIONS CARRIERS WHEN AN END USER CUSTOMER  
CHANGES HIS LOCAL SERVICE PROVIDER WITH OR WITHOUT A PIC CHANGE**

In situations where an end user customer changes his local service provider with or without a change of PIC, the old LSP and the new LSP must notify the PIC carrier(s) of the end user customer's change in local service providers upon receipt of LSP change order request. In no event shall the time period for notifying the PIC carrier(s) of the end user customer's request for change in local service provider exceed three business days. For these situations, changes in local providers are accomplished through either a UNE-P/Resale

arrangement or through a porting arrangement. For purposes of this rule the old LSP and the new LSP are considered "executing carriers".

Old LSP: The old LSP must notify all existing PIC carrier(s) for the end user customer's account of the end user customer's change of local service providers upon receipt or knowledge of the completed order for the change of local service. In no event shall the time period for doing so exceed three business days. This notification to the existing PIC carrier(s) will not contain the status of the PIC for the account at the new LSP. This notification is to provide notification to the existing PIC carrier(s) of the end user customer's change in local provider only.

New LSP: The new LSP must notify the PIC carrier(s) selected by the end user customer to provide PIC services for the end user customer at the new LSP upon execution or knowledge of the completed order to change local service. In no event shall the time period for doing so exceed three business days.

## **§8 NOTIFICATION OF ACCOUNT INFORMATION CHANGES**

A. Telecommunications carriers shall exchange critical end user BTN/WTN or account change information necessary for all involved telecommunication carriers to maintain accurate billing and PIC records to facilitate timely, accurate billing of the end user customer.

B. Account Information Changes. For the purposes of this rule, account information is recognized as any activity resulting in changes to the end user account that does not affect the end user's choice of PIC. These types of changes will facilitate the end user's receipt of accurate, timely bills. Examples of account information changes include [but are not limited to]:

- billing telephone number [BTN] changes
- working telephone number [WTN] changes
- billing name and/or address [BNA] changes

- end user account responsibility changes
- customer type changes [e.g., business to residence]

C. Executing Carrier. Upon receipt of account information changes from the end user customer, the executing carrier must provide notification of this change information to the existing PIC carrier(s) for the BTN/WTN or account. In no event shall the time period for doing so exceed three business days.

## **§9 NOTIFICATION OF LOCAL SERVICE ACCOUNT TERMINATION OR SINGLE LINE OR MULTI-LINE DISCONNECTION**

A. Telecommunications carriers shall exchange all account termination or single line/multi-line disconnection change information necessary for all involved telecommunication carriers to maintain accurate billing and PIC records to facilitate timely, accurate billing of the end user customer.

B. Executing Carrier. Upon receipt of an end user customer's request to terminate his entire local service account or disconnect one or more lines [but not all lines] of a multi-line account, the executing carrier must provide notification of the account termination or line(s) disconnection to the existing PIC carrier(s) for the BTN/WTN or account. In no event shall the time period for doing so exceed three business days.

## **§10 REQUEST FOR BILLING NAME AND ADDRESS [BNA] INFORMATION**

A. Telecommunications carriers shall employ a process for the exchange of billing name and address information necessary to facilitate an end user's receipt of a timely, accurate bill for services rendered, regardless of the type of service the end user receives from the requesting carrier (i.e. pre-subscribed, dial-around, casual).

B. Executing Carrier. Upon receipt of a submitting carrier request for Billing Name and Address [BNA] for a specific WTN, the executing carrier will provide the submitting carrier with the BNA as requested. In no event shall the time period for doing so exceed three business days.

In situations where the executing carrier cannot provide the BNA requested, the executing carrier shall provide the submitting carrier with the appropriate specific reason why the BNA could not be provided either as soon as is practical or within three business days of receipt of the request for BNA, whichever period is shorter.

## **§11 BILLING**

A. The submitting carrier/new PIC shall initiate billing to the end user customer for pre-subscribed long distance/toll services upon receipt of the order confirmation of the completed execution of the change.

B. The old PIC, upon receipt of the disconnect notification from the executing carrier, shall discontinue billing the end user customer for the pre-subscribed long distance/toll services as specified in the disconnect notification as of the effective date of the carrier change. The end user customer may still receive a final bill for any presubscribed services rendered up through the effective date of the disconnect.

## **§12 WAIVER**

[This section will need to be worded pursuant to each State's waiver requirements]

Upon request of any person subject to this Chapter, or upon its own motion, the Commission may, for good cause, waive any requirement of this Chapter that is not required by statute. The waiver may not be inconsistent with the purposes of this Chapter or **[Insert**

**relevant statutory reference].** The Commission, the Director of the Consumer Assistance Division, or the presiding officer assigned to a proceeding related to this Chapter may grant the waiver.

### **§13 ENFORCEMENT**

[This section will need to be worded in accordance with each State's enforcement authority.]

Failure to comply with any requirement of this Chapter may result in fines or penalties, such as the suspension or revocation of authority to conduct business within the State. Fines and penalties shall be imposed after a hearing by the Commission.